Polity

2022 Resident Opinion Survey
Prepared for The City of Cambridge, MA

November 5, 2022
Polity Research Consulting LLC

POLITY RESEARCH CONSULTING CONDUCTED A RANDOM TELEPHONE SURVEY AMONG 400 ADULT RESIDENTS OF THE CITY OF CAMBRIDGE, MASSACHUSETTS BETWEEN SEPTEMBER 14TH AND SEPTEMBER 18TH, 2022. THE SAMPLE WAS CONSTRUCTED TO REPRESENT THE ADULT POPULATION OF THE CITY—AND WAS COMPRISED OF BOTH LANDLINE AND CELL-PHONE HOUSEHOLDS. THE MARGIN OF ERROR ON THE FULL, 400-MEMBER SAMPLE IS ±4.90% AT THE MID-RANGE OF THE 95% CONFIDENCE INTERVAL. THAT IS, WHEN CONDUCTING 100 SUCH SURVEYS, 95 OF THEM WILL YIELD RESULTS THAT FALL—AT WORST—4.9 POINTS ON EITHER SIDE OF A GIVEN PERCENTAGE. WHEN LOOKING AT SMALLER SEGMENTS OF THE SAMPLE, THE MARGINS OF ERROR WILL INCREASE. AN ONLINE VERSION OF THIS SURVEY WAS ADMINISTERED THROUGH THE CITY'S WEBSITE. RESULTS OF THAT SURVEY DO *NOT* APPEAR IN THIS ANALYSIS.

EXECUTIVE SUMMARY OF KEY FINDINGS

All in all, most key measures in this survey point to improved ratings for Cambridge City government. There is, however, a clear movement away from middle-ground assessments and toward more extreme positions. In many cases, this has resulted in increases in *both* "excellent" and "poor" ratings on the same question. One clearly troubling result is the lowered assessment of satisfaction with city interactions—which is something that should be addressed. Much of this movement toward "extreme" positions may be the result of people emerging from the pandemic and feeling more comfortable with expressing views about government.

On the *central* benchmark measure of the survey— **overall performance of City government**—"excellent" ratings have risen 5 percentage points since 2020. Fully 21% now give an excellent rating—up from 16% in 2020. Despite this, "poor" ratings have jumped 7 points going from 4% in 2020 to 11% today. This is the first example of the "polarization" mentioned above. *Combined* "excellent" and "good" ratings total 64% today, compared with 66% in 2020. Combined "fair" and "poor" ratings now total 32%—up from 28% in 2020;

• In 2020, we identified two areas that needed improvement—policing and senior services. This year, "excellent" ratings of **police department services** surged ahead by six points—going from 19% in 2020 to 25% today. Moreover, *total* negative ratings dropped from 27% to 24%;

• **Senior services** continue to register an "excellent" rating (11%) that is far below the 2016 reading of 22%. However, this year's results show an improvement in *overall* positive ratings—going from 38% in 2020 to 43% today. Again, we see a trend toward "polarization", as "poor" ratings went from just 1% in 2020 to 4% today;

• **Schools and education** showed a dramatic 10-point increase in "excellent" ratings—going from 21% in 2020 to 31% today. Clearly, the 2020 rating was colored by issues related to the pandemic;

• The **City's response to the COVID-19 pandemic** is now considered "excellent" by almost half of respondents (49%)—up from 38% in 2020;

• **Access to affordable housing** continues to be viewed as a serious problem facing the City. Fully 55% now rate this issue as "poor"—up from 50% in 2020. Moreover, "affordable housing" is the top issue volunteered by respondents as the "most important problem" facing the City—totaling 44% of responses today compared with 30% in 2020;

• **Use of the City's website** as the "primary" method of contact has increased from 47% in 2020 to 50% today. The website is also where people get most of their Cambridge-related information (27%);

• On the issue of **satisfaction with City government interactions**, one in five residents (20%) expresses *total* satisfaction—down from 24% in 2020. Just 7% register *total* dissatisfaction—however this number is *up* from 3% in 2020. Moreover, the current "total dissatisfaction" number is the highest in the 22-year testing of this measure. Still, fully 54% express *some* level of satisfaction (scale positions "4" and "5") with their interactions with City government;

• In a related question, more than a majority of respondents (55%) now *disagree* that **they could not conduct business with the City because offices were closed**. This is the highest level of disagreement in the history of this survey program—showing a growing acknowledgment of easier access to government services.

What follows is a question-by-question analysis of the full survey results.

MOST IMPORTANT ISSUES FACING CAMBRIDGE

At the start this year's survey, we asked again respondents to tell us what they view as the ***single*** most important issue facing the City of Cambridge—***the one that affects them and their families the most***. As the chart shows, affordable housing continues to top the list—going from 30% in 2020 to 46% today. Next on the list are inflation-related concerns (11%), followed 'bike lane' issues (7%) and 'jobs and economic development' (4%). The next tier of concerns centers on infrastructure and traffic, crime and education. Interestingly, COVID-related concerns dropped from fully 17% in 2020 to just 2% today.
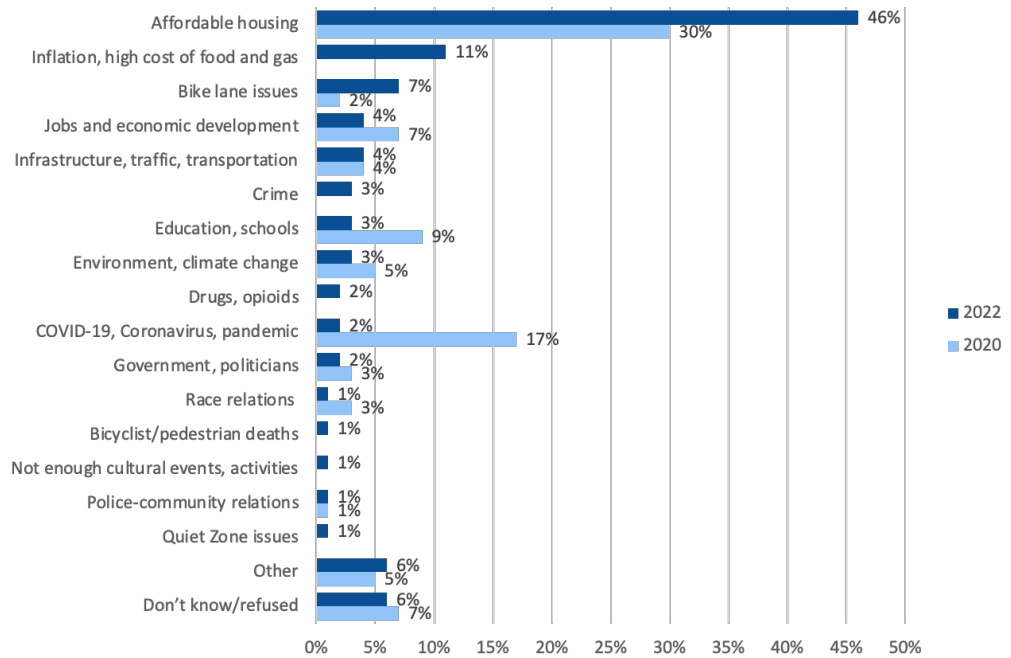
CITY PERFORMANCE AND SATISFACTION RATINGS

As the chart shows, close to two-thirds of our sample (64%) still give the city either "excellent" or "good" marks on the overall performance of city government in Cambridge—although this is down 2 points from the 2020 score. Interestingly, however, 21% now assign "excellent" ratings to overall performance—*a 5-point improvement over 2020*. And, as the first indication of the 'polarization of attitudes' in this survey, 11% give the city "poor" marks—*an increase of seven points over the 2020 reading*.
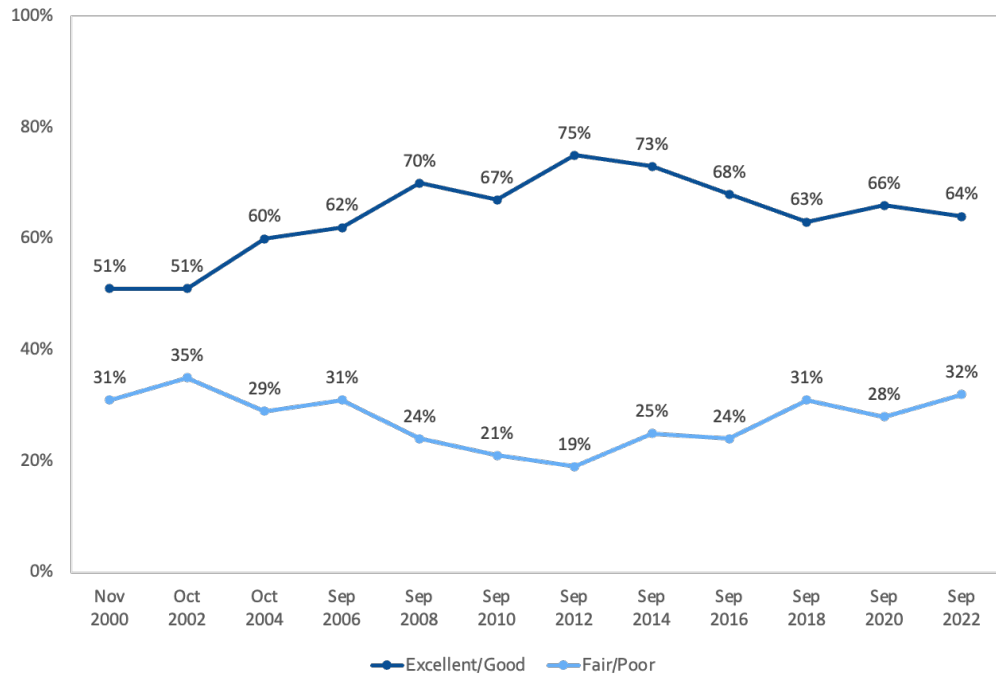
Demographically, the tendency to assign "excellent" ratings to the city comes most often from: women, people aged 55-64, residents with graduate school educations, homeowners, and residents of the West and East areas of Cambridge. "Poor" ratings are most likely to come from residents earning under $100,000 a year, men, black residents, those with a high school education or less, and longer-term residents.

In 2020, 60% of residents place themselves on scale positions representing "satisfaction" with their city government interactions. Today, that combined number is down to 54%—a six-point decline. We also found that while 20% of residents place themselves on the **most positive scale position** ("5", "totally satisfied")—and that result is down from 24% in 2020.


Mean 3.76
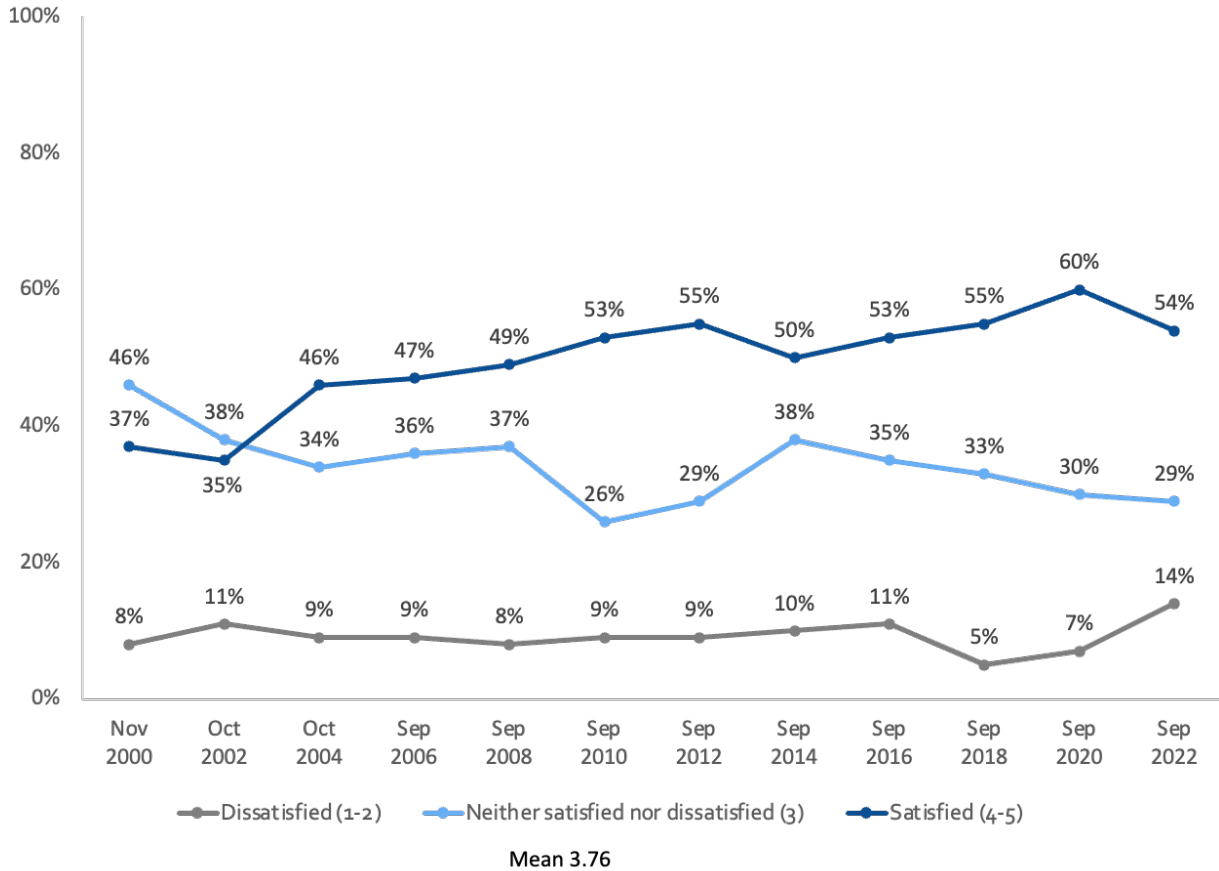
Demographically, the most satisfied residents tend to be: female, aged 55-64, residents earning in excess of $125,000 a year, the best-educated, those who rent their homes, residents of 20-30 years, people who get their information from social media sources, and residents of the Western art of the city.

CITY ATTRIBUTE RATINGS

Respondents were also asked to rate a range of city attributes. Positive perceptions of the **quality of life in Cambridge** have fallen some since 2020—going from an "excellent" rating of 42% to 38% today. Combined "Fair" and "Poor" ratings have gone from a total of 9% to 17% today. Excellent ratings for **quality of neighborhood** have also dropped—although overall positive ratings have remained stable at a combined total of 87%. While a total of 88% give "excellent" or "good" ratings to **Cambridge as "a place to live"**—that number is down 4 points since 2020. Perceptions of **Cambridge as an "excellent" or "good" place to retire** have gone down 6 points since 2020, and "excellent" ratings for **safety in the city** have gone down a full 6 points as well. "Excellent" ratings for **raising a child in the city** have gone up from 33% in 2020 to 36% today.
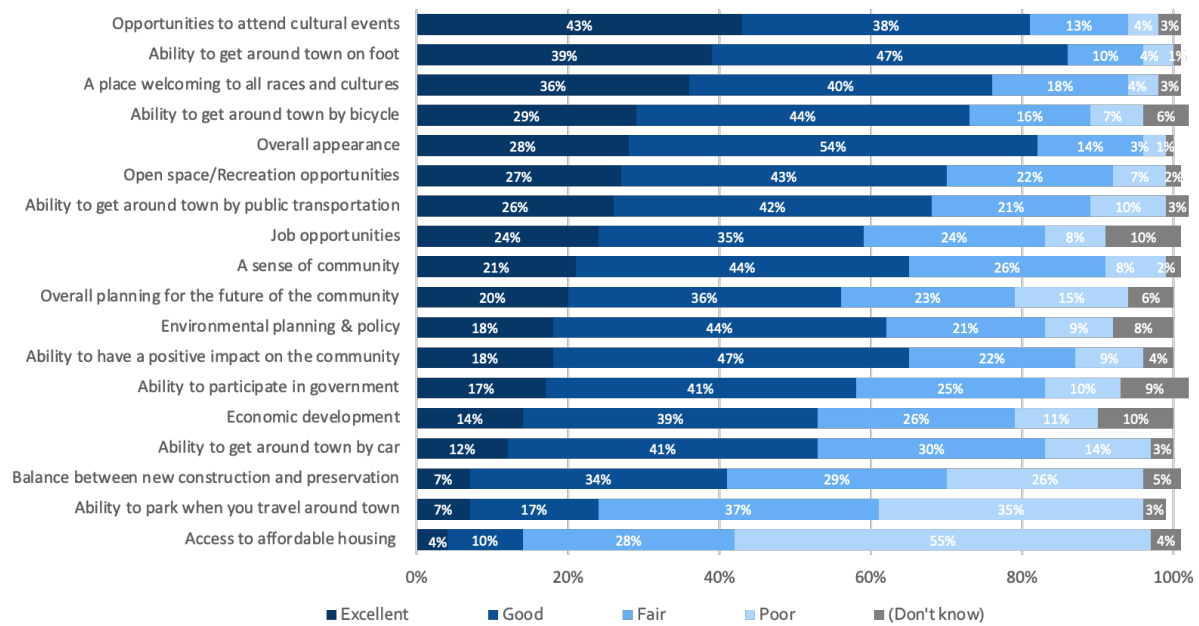
Please rate the following on a scale of excellent, good, fair, or poor.
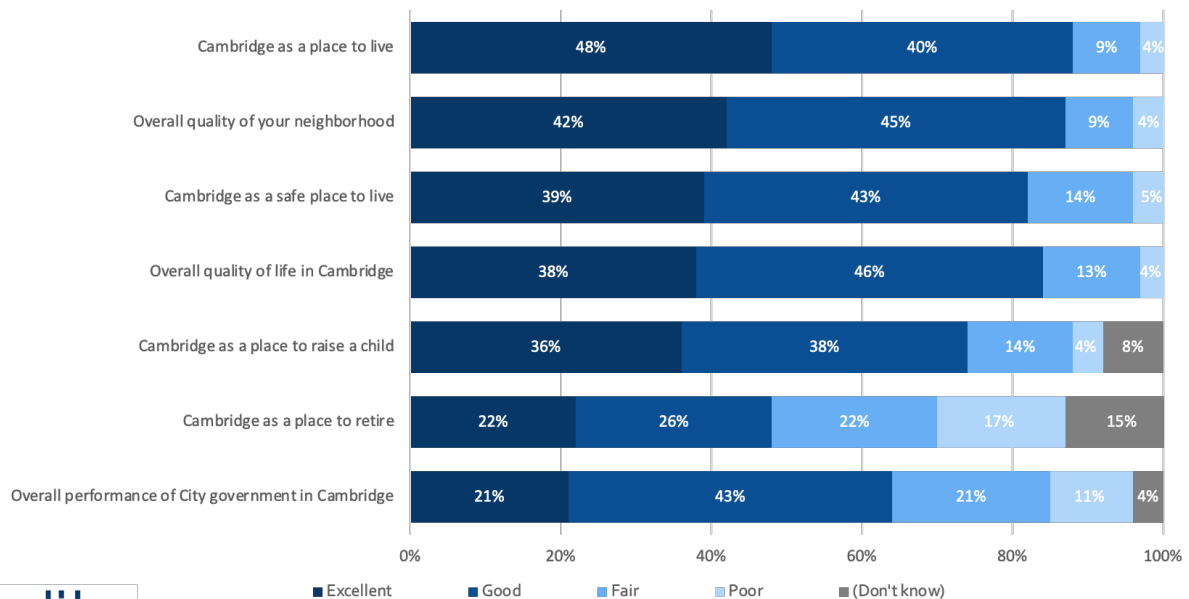
RATINGS OF CITY CHARACTERISTICS

Next, respondents were asked to rate a series of city characteristics in Cambridge. As the composite chart indicates, **ability to get around town on foot** again receives the highest "excellent" rating (39%), while **access to affordable housing** gets the lowest "excellent rating (4%). Excellent ratings of the **ability to have a positive impact on the community** have jumped from 12% in 2020 to 18% today. And, excellent ratings for **a place welcoming to all races and cultures** went up from 34% in 2020 to 36% today.

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to Cambridge:

Characteristic	Excellent	Good	Fair	Poor	(Don't know)
Opportunities to attend cultural events	43%	38%	13%	4%	3%
Ability to get around town on foot	39%	47%	10%	4%	1%
A place welcoming to all races and cultures	36%	40%	18%	4%	3%
Ability to get around town by bicycle	29%	44%	16%	7%	6%
Overall appearance	28%	54%	14%	3%	1%
Open space/Recreation opportunities	27%	43%	22%	7%	2%
Ability to get around town by public transportation	26%	42%	21%	10%	3%
Job opportunities	24%	35%	24%	8%	10%
A sense of community	21%	44%	26%	8%	2%
Overall planning for the future of the community	20%	36%	23%	15%	6%
Environmental planning & policy	18%	44%	21%	9%	8%
Ability to have a positive impact on the community	18%	47%	22%	9%	4%
Ability to participate in government	17%	41%	25%	10%	9%
Economic development	14%	39%	26%	11%	10%
Ability to get around town by car	12%	41%	30%	14%	3%
Balance between new construction and preservation	7%	34%	29%	26%	5%
Ability to park when you travel around town	7%	17%	37%	35%	3%
Access to affordable housing	4%	10%	28%	55%	4%

8

FREQUENCY OF ACTIVITIES

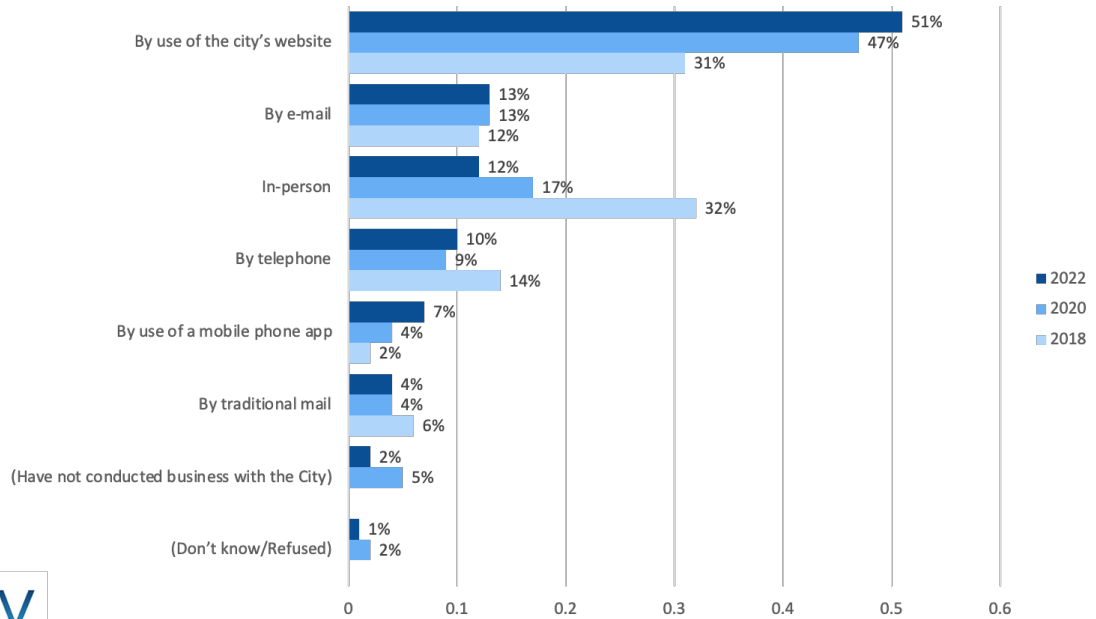Respondents were also asked to tell us how many times they had participated in a range of activities around the city. As the chart shows, the percentage of residents who have **ridden a bike** more than 26 times dropped from 34% in 2020 to 29% today. The highest degree of **library utilization** has increased 3 points since 2020 (now at 23%). Residents **visiting a park** more than 26 times is now at 50%— up 2 points since 2020. The percentage who say they have "never" **attended a City Council meeting** is now at 55%—about the same as the 57% we saw in 2020. And, the number of people who have **visited the City's website** more than 26 times has remained fairly steady— 14% today compared with 15% in 2020.
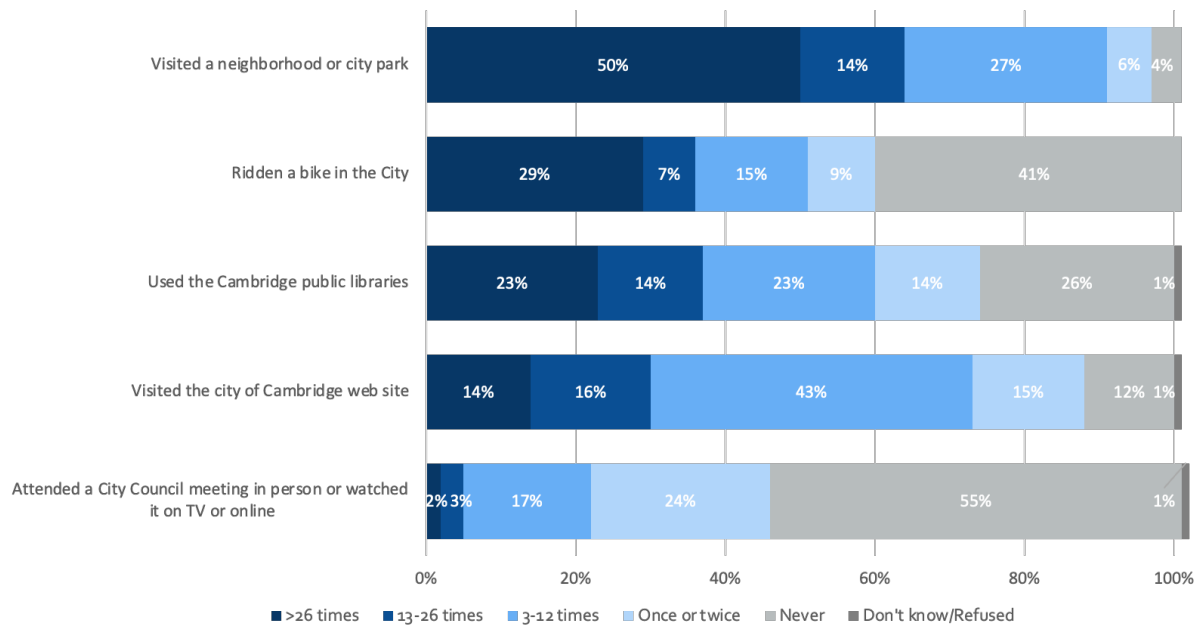
PRIMARY METHOD OF CONDUCTING BUSINESS

Respondents were also asked to tell us, their primary method of conducting business with the City. As the chart shows, the **city's website** continues to be the top method used by residents—now at 51%, up from 47% in 2020 and just 31% in 2018. **In-person interactions** are down again—going from 17% in 2020 to just 12% today. As recently as 2018, in-person visits stood at 32%—albeit before the onset of the COVID-19 pandemic.

RATINGS OF SPECIFIC CITY SERVICES

Respondents were also asked to rate a range of City services on a scale of "excellent" to "poor". Since the 2020 survey, notable *improvements* in "excellent" scores occurred on: **police department services** (up 6 points); **fire department services** (up 6 points); **library services** (up 4 points); **animal control services** (up 5 points); and **schools and education** (up 10 points);

In terms of overall "excellent" scores, the top six were: library (57%); garbage collection (51%); compost and recycling (44%); Fire Department services (42%); city parks and maintenance (37%) and schools and education (31%). Excellent ratings of senior services stayed relatively low at 12%—up only slightly from 11% in 2020.

The most notable drops in "excellent" ratings from 2020 were: water and sewer services (down 5 points); and public information (down 5 points).
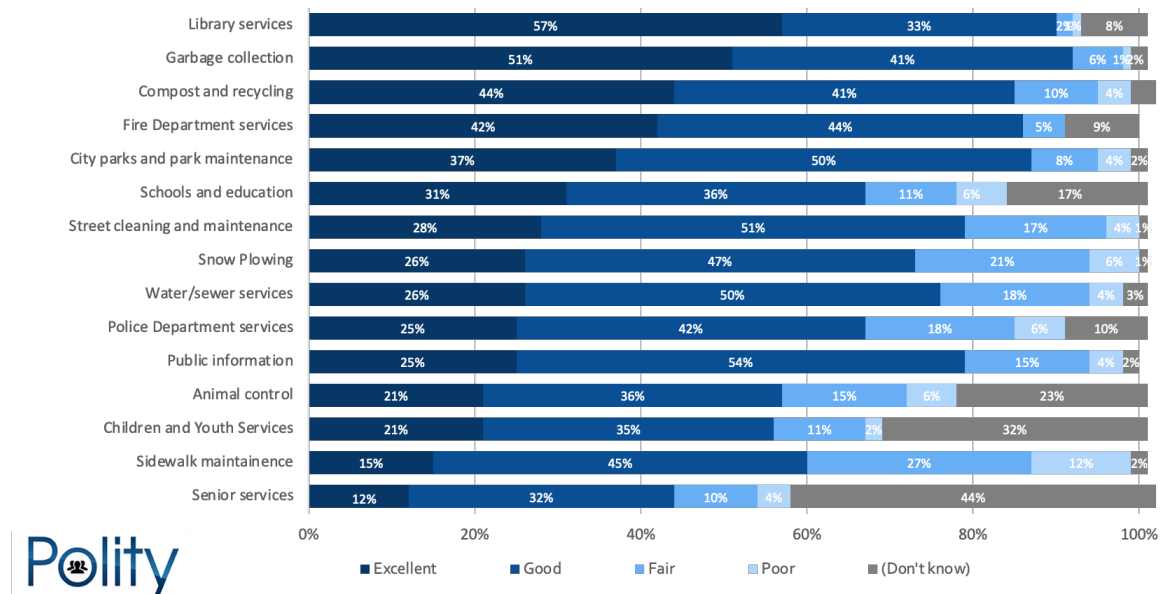
THE CITY AND THE COVID-19 PANDEMIC

As the chart indicates, almost half of all residents (49%) give the city "excellent" ratings on its *overall* handling the COVID-19 pandemic. Another 35% give the city "good" ratings—for a total positive score of 84%. Just a total of 14% give the city any negative marks (10% "fair", 4% "poor").
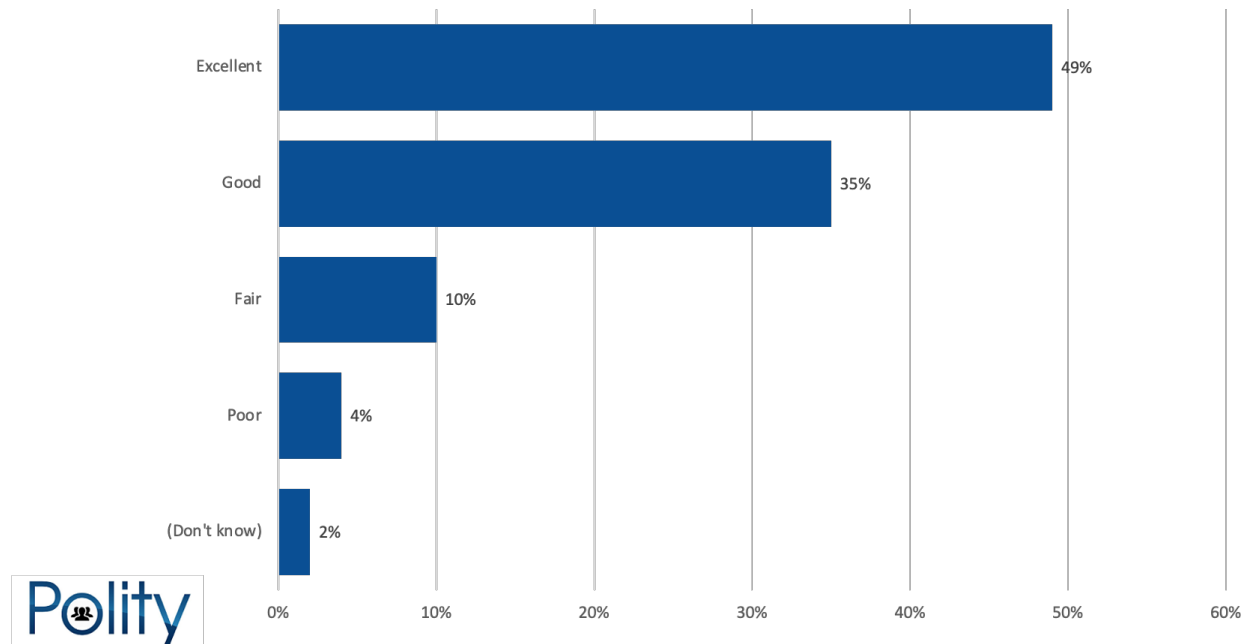
EASE OF CONDUCTING BUSINESS WITH THE CITY

This year, we found that just 29% of residents ***agree*** with a statement that were "unable to conduct business with the city during regular business hours"—down from 32% in 2020. Fully 55% now disagree with the statement—indicating a perception of greater ease of conducting municipal business.

Would you agree or disagree with the following statement:
I've wanted to conduct city business after regular business hours but I couldn't because city offices closed before I could get to them.
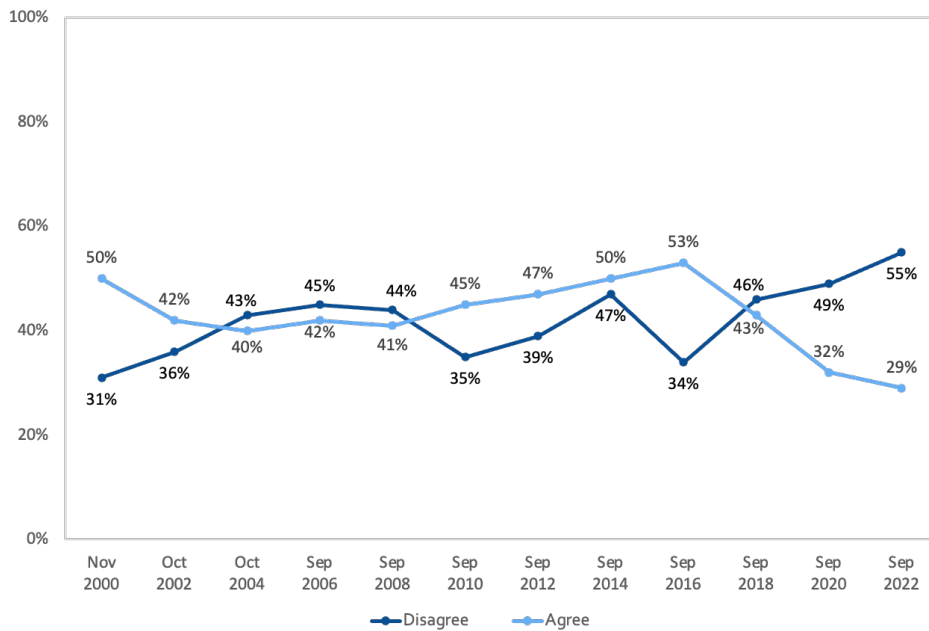
RECOMMENDED ISSUE FOCUS

Not surprisingly, 'affordable housing' is ***again*** cited as the top issue (44%) that city government should focus on. As the chart shows, 'bike issues comes in at a distant second (20%)—followed by issues related to 'education and schools" (16%), and "police/safety/crime" (11%), Specific references to these and all other issues on the list can be found in the verbatim file of responses.
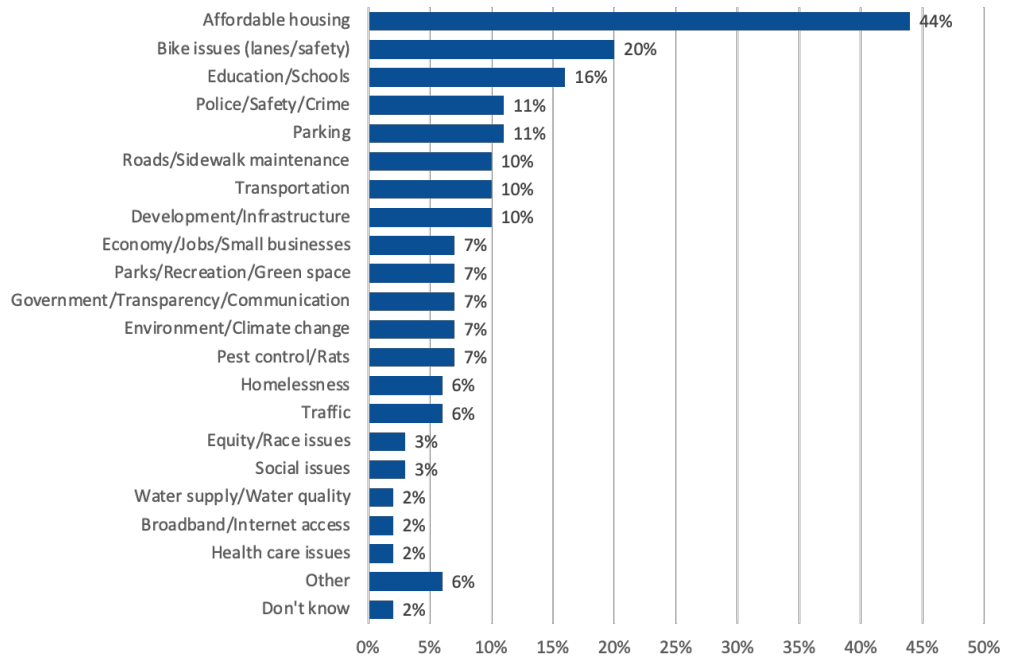
Issue	Percentage
Affordable housing	44%
Bike issues (lanes/safety)	20%
Education/Schools	16%
Police/Safety/Crime	11%
Parking	11%
Roads/Sidewalk maintenance	10%
Transportation	10%
Development/Infrastructure	10%
Economy/Jobs/Small businesses	7%
Parks/Recreation/Green space	7%
Government/Transparency/Communication	7%
Environment/Climate change	7%
Pest control/Rats	7%
Homelessness	6%
Traffic	6%
Equity/Race issues	3%
Social issues	3%
Water supply/Water quality	2%
Broadband/Internet access	2%
Health care issues	2%
Other	6%
Don't know	2%

Polity

2022 CITY OF CAMBRDIGE RESIDENT SURVEY
PRC #5202—SEPTEMBER 2022
SOME PERCENTAGES MAY NOT TOTAL 100% DUE TO ROUNDING ERROR
Interviewing dates: 9/14-9/18/2022; Sample size: N=400 Phone; MOE: ±4.90%

1. What do you think is the single most important issue facing the City of Cambridge today—the one that affects you and your family the most?

	2022	2020
Affordable housing	46%	30%
Inflation, high cost of food and gas	11	--
Bike lane issues	7	2
Jobs and economic development	4	7
Infrastructure, traffic, transportation	4	4
Crime	3	--
Education, schools	3	9
Environment, climate change	3	5
Drugs, opioids	2	--
COVID-19, Coronavirus, pandemic	2	17
Government, politicians	2	3
Race relations	1	3
Bicyclist/pedestrian deaths	1	--
Not enough cultural events, activities	1	--
Police-community relations	1	1
Quiet Zone issues	1	--
Other	6	
Don't know/refused	6	

Please rate the following on a scale of excellent, good, fair or poor:

2. The overall performance of City government here in Cambridge.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**21%**	**43**	**21**	**11**	**4**
September 2020	**16%**	**50**	**24**	**4**	**6**
September 2018	16%	47	25	5	6
September 2016	20%	48	20	4	8
September 2014	16%	57	17	8	2
September 2012	18%	57	17	2	6
September 2010	14%	53	16	5	11

	Excellent	Good	Fair	Poor	(DK)
September 2008	12%	58	21	3	6
September 2006	12%	50	24	7	7
October 2004	9%	51	23	6	11
October 2002	6%	45	27	8	14
November 2000	5%	46	26	5	18

3. The overall quality of life in
    Cambridge.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**38%**	**46**	**13**	**4**	**–**
September 2020	**42%**	**48**	**8**	**1**	**1**
September 2018	39%	48	11	1	1
September 2016	42%	40	13	5	-
September 2014	44%	45	9	2	-
September 2012	51%	43	5	1	-
September 2010	37%	55	7	1	-
September 2008	32%	59	7	1	1
September 2006	32%	54	12	2	-
October 2004	30%	59	10	-	1
October 2002	28%	57	12	1	2
November 2000	24%	62	12	1	1

4. The overall quality of your
    neighborhood.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**42%**	**45**	**9**	**4**	**–**
September 2020	**47%**	**40**	**11**	**1**	**1**
September 2018	45%	43	11	1	-
September 2016	43%	48	6	3	-
September 2014	37%	51	10	2	-
September 2012	46%	43	10	-	-
September 2010	42%	43	14	-	-
September 2008	37%	46	14	3	-
September 2006	36%	48	12	4	-
October 2004	34%	51	12	3	-
October 2002	32%	48	17	2	1
November 2000	36%	49	13	2	-

5. Cambridge as a place to raise a
    child.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**36%**	**38**	**14**	**4**	**8**
September 2020	**33%**	**42**	**13**	**3**	**9**
September 2018	41%	34	14	2	9
September 2016	42%	37	9	5	6
September 2014	34%	48	12	1	6
September 2012	44%	37	9	2	8
September 2010	33%	43	15	4	5
September 2008	22%	42	20	4	1216

	September 2006	22%	45	21	4	8
	October 2004	21%	44	19	5	11
	October 2002	18%	43	17	7	15
	November 2000	19%	44	19	4	13

6.   Cambridge as a place to live.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**48%**	**40**	**9**	**4**	**—**
September 2020	**50%**	**42**	**6**	**2**	**—**
September 2018	49%	42	8	-	-
September 2016	54%	32	11	3	-
September 2014	49%	43	6	2	-
September 2012	62%	34	3	1	-
September 2010	48%	42	8	1	1
September 2008	43%	49	7	2	-
September 2006	41%	45	10	3	1
October 2004	42%	47	8	2	1
October 2002	42%	44	10	3	1
November 2000	39%	50	8	2	1

7.   Cambridge as a place to retire.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**22%**	**26**	**22**	**17**	**15**
September 2020	**22%**	**32**	**20**	**15**	**11**
September 2018	20%	28	24	20	8
September 2016	25%	29	22	14	9
September 2014	24%	37	25	9	4
September 2012	27%	40	21	4	8
September 2010	22%	38	19	8	12
September 2008	21%	37	17	13	12
September 2006	20%	30	20	15	15
October 2004	16%	29	26	17	12
October 2002	14%	31	21	22	12
November 2000	13%	33	23	17	14

8.   Cambridge as a safe place to live.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**39%**	**43**	**14**	**5**	**-**
September 2020	**45%**	**44**	**9**	**—**	**2**
September 2018	38%	48	12	1	-
September 2016	41%	37	18	3	-
September 2014	34%	52	14	1	-
September 2012	32%	51	15	1	-
September 2010	25%	52	22	1	1
September 2008	17%	55	24	4	-
September 2006	19%	54	22	3	1
October 2004	21%	58	17	3	1
October 2002	24%	52	19	4	1
November 2000	21%	62	15	1	1

Now using the same scale of excellent, good, fair or poor, please rate the following characteristics as they relate to Cambridge:

9.   A sense of community.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**21%**	**44**	**26**	**8**	**2**
September 2020	**18%**	**53**	**25**	**4**	**1**
September 2018	21%	48	22	7	1
September 2016	20%	47	21	11	2
September 2014	27%	51	18	4	-
September 2012	16%	55	27	1	1
September 2010	21%	49	25	3	1
September 2008	16%	46	30	5	2
September 2006	17%	47	30	3	3
October 2004	18%	52	24	4	2
October 2002	17%	45	29	6	3
November 2000	10%	52	31	5	2

10.   A place welcoming to all races and cultures.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**36%**	**40**	**18**	**4**	**3**
September 2020	**34%**	**43**	**19**	**2**	**2**
September 2018	41%	37	18	3	-
September 2016	38%	46	13	3	-
September 2014	53%	35	9	2	-
September 2012	44%	45	8	1	1
September 2010	42%	47	9	1	1
September 2008	38%	44	13	3	2
September 2006	37%	46	13	2	1
October 2004	37%	46	14	1	2
October 2002	33%	46	15	3	3
November 2000	32%	45	17	4	3

11.   Overall appearance.

	Excellent	Good	Fair	Poor	(DK)
September2022	**28%**	**54**	**14**	**3**	**1**
September2020	**29%**	**60**	**10**	**1**	—
September 2018	29%	58	10	3	-
September 2016	37%	45	17	-	-
September 2014	31%	52	17	1	-
September 2012	26%	60	13	1	1
September 2010	25%	55	18	1	1
September 2008	16%	64	16	3	1
September 2006	19%	54	24	3	1
October 2004	15%	68	14	2	1
October 2002	13%	62	22	2	1
November 2000	13%	64	21	2	118

12. Overall planning for the future of the community.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**20%**	**36**	**23**	**15**	**6**
September 2020	**12%**	**50**	**22**	**5**	**11**
September 2018	14%	46	22	9	8
September 2016	16%	38	33	9	4
September 2014	14%	55	19	6	5

13. Open space/Recreation opportunities.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**27%**	**43**	**22**	**7**	**2**
September 2020	**29%**	**47**	**19**	**4**	**1**
September 2018	34%	48	13	2	2
September 2016	19%	41	33	6	-
September 2014	28%	42	24	5	-
September 2012	27%	41	28	2	2
September 2010	31%	43	20	5	1
September 2008	19%	52	24	5	-
September 2006	22%	41	29	8	1
October 2004	15%	45	31	8	1
October 2002	13%	41	33	9	4
November 2000	10%	42	33	12	2

14. Job opportunities.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**24%**	**35**	**24**	**8**	**10**
September 2020	**24%**	**40**	**20**	**5**	**11**
September 2018	26%	40	20	5	8
September 2016	25%	34	23	9	8
September 2014	23%	38	26	5	9
September 2012	19%	42	22	5	12
September 2010	9%	38	32	8	14
September 2008	13%	41	23	5	18
September 2006	9%	42	24	6	19
October 2004	6%	39	27	7	21
October 2002	6%	34	29	10	21
November 2000	18%	45	19	4	15

15.   Access to affordable housing.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**4%**	**10**	**28**	**55**	**4**
September 2020	**1%**	**10**	**33**	**50**	**6**
September 2018	2%	17	29	47	6
September 2016	7%	12	26	52	4
September 2014	8%	20	44	26	2
September 2012	10%	22	35	23	9
September 2010	8%	18	40	22	11
September 2008	5%	19	38	30	8
September 2006	4%	11	32	44	9
October 2004	4%	11	29	50	6
October 2002	2%	12	24	54	8
November 2000	2%	7	24	63	4

16.   Economic development.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**14%**	**39**	**26**	**11**	**10**
September 2020	**11%**	**48**	**27**	**5**	**9**
September 2018	23%	45	16	8	8
September 2016	30%	35	25	7	4
September 2014	23%	53	16	3	5
September 2012	23%	53	17	1	7
September 2010	13%	52	23	2	11
September 2008	10%	49	22	4	15
September 2006	8%	43	27	6	17
October 2004	8%	52	20	5	15
October 2002	9%	44	25	4	18
November 2000	12%	54	20	2	11

17.   Environmental planning and policy.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**18%**	**44**	**21**	**9**	**8**
September 2020	**17%**	**53**	**20**	**4**	**6**
September 2018	23%	48	19	4	7
September 2016	23%	50	16	2	9
September 2014	21%	49	24	4	3

18. The balance between new construction and neighborhood preservation

	Excellent	Good	Fair	Poor	(DK)
September 2022	**7%**	**34**	**29**	**26**	**5**
September 2020	**8%**	**33**	**34**	**19**	**6**
September 2018	9%	34	32	19	6
September 2016	14%	35	25	25	2
September 2014	10%	47	28	11	3
September 2012	18%	44	26	8	3
September 2010	11%	48	27	4	9
September 2008	10%	50	25	11	4
September 2006	6%	40	33	15	6
October 2004	7%	45	27	12	9
October 2002	8%	39	32	12	9
November 2000	5%	39	32	17	8

19. Ability to have a positive impact on the community

	Excellent	Good	Fair	Poor	(DK)
September 2022	**18%**	**47**	**22**	**9**	**4**
September 2020	**12%**	**55**	**23**	**3**	**8**
September 2018	19%	57	15	4	5
September 2016	19%	47	29	1	4
September 2014	21%	59	16	1	3

20. Ability to get around town by bicycle.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**29%**	**44**	**16**	**7**	**6**
September 2020	**28%**	**46**	**15**	**4**	**7**
September 2018	30%	43	10	8	8
September 2016	39%	31	16	10	4

21. Ability to get around town on foot.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**39%**	**47**	**10**	**4**	**1**
September 2020	**44%**	**49**	**6**	**1**	**-**
September 2018	46%	43	9	1	-
September 2016	47%	37	15	-	-

22. Ability to get around town by public transportation—like bus or subway

	Excellent	Good	Fair	Poor	(DK)
September 2022	**26%**	**42**	**21**	**10**	**3**
September 2020	**31%**	**46**	**18**	**3**	**2**
September 2018	33%	39	19	8	1
September 2016	42%	36	20	1	1

23. Ability to get around town by car.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**12%**	**41**	**30**	**14**	**3**
September 2020	**12%**	**41**	**33**	**10**	**4**
September 2018	9%	41	34	11	6
September 2016	5%	40	39	8	9

24. Ability to park when you travel around town.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**7%**	**17**	**37**	**35**	**3**
September 2020	**4%**	**23**	**36**	**33**	**4**
September 2018	5%	23	29	40	4
September 2016	9%	14	37	38	2

25. Ability to participate in
government.

	Excellent	Good	Fair	Poor	(DK)
September 2022	**17%**	**41**	**25**	**10**	**9**
September 2020	**17%**	**47**	**19**	**6**	**11**
September 2018	23%	36	18	8	16
September 2016	24%	37	25	7	7

26. Opportunities to attend cultural events

	Excellent	Good	Fair	Poor	(DK)
September 2022	**43%**	**38**	**13**	**4**	**3**

In the last 12 months, about how many times, if ever, have you or another household member done the following:

27. Ridden a bike in the City.

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(DR
September 2022	**41%**	**3**	**6**	**15**	**7**	**29**	
September 2020	**37%**	**4**	**5**	**14**	**6**	**34**	
September 2018	47%	2	4	11	6	30	

28. Used the Cambridge public library's in-person, on-line or virtual services

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(≥ 26 times)	(I R
September 2022	**26%**	**5**	**9**	**23**	**14**	**23**	
September 2020	**29%**	**5**	**9**	**24**	**13**	**20**	
September 2018	26%	7	9	22	12	24	
September 2016	21%	4	6	26	13	29	
September 2014	26%	7	5	24	13	26	
September 2012	22%	4	5	24	14	31	
September 2010	25%	11	11	24	12	16	
September 2008	30%	6	7	26	11	20	
September 2006	31%	6	9	27	11	15	
October 2004	28%	4	7	28	13	19	
October 2002	36%	6	8	23	10	17	
November 2000	34%	6	7	25	10	17	

29. Visited a neighborhood or city park.

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(≥ 26 times)	(I R
September 2022	**4%**	**2**	**4**	**27**	**14**	**50**	
September 2020	**3%**	**2**	**4**	**23**	**20**	**48**	
September 2018	6%	2	4	31	11	46	
September 2016	3%	1	6	21	17	52	
September 2014	6%	4	5	25	10	49	
September 2012	7%	2	3	27	12	49	
September 2010	7%	3	9	26	19	34	
September 2008	7%	2	6	32	17	36	
September 2006	9%	4	6	30	13	37	
October 2004	10%	3	6	26	15	39	
October 2002	10%	5	7	31	11	35	
November 2000	11%	3	4	30	12	39	

30. Attended a City Council meeting in person or watched it on TV or online

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(D R
September 2022	**55%**	**14**	**10**	**17**	**3**	**2**	
September 2020	**57%**	**13**	**10**	**13**	**1**	**3**	
September 2018	64%	6	7	18	1	4	
September 2016	59%	12	6	18	2	4	
September 2014	80%	10	3	7	-	-	
September 2012	79%	8	5	7	1	-	
September 2010	76%	7	4	10	-	1	
September 2008	77%	6	6	10	1	-	
September 2006	78%	8	5	8	1	-	
October 2004	77%	9	6	7	-	1	
October 2002	77%	9	6	6	-	1	
November 2000	83%	9	3	4	-	1	

31. Visited the city of Cambridge web site

	(Never)	(Once)	(Twice)	(3-12 times)	(13-26 times)	(> 26 times)	(D R
September 2022	**12%**	**5**	**10**	**43**	**16**	**14**	
September 2020	**10%**	**7**	**12**	**42**	**12**	**15**	
September 2018	27%	6	12	40	10	5	
September 2016	18%	10	5	41	15	11	
September 2014	22%	6	10	40	11	9	
September 2012	23%	6	12	37	8	12	
September 2010	28%	6	15	31	10	7	
September 2008	24%	5	12	35	10	12	
September 2006	27%	6	12	32	8	14	
October 2004	40%	7	9	31	6	6	
October 2002	51%	9	11	22	4	2	
November 2000	67%	5	8	15	1	2	

32. Thinking about *all* of your interactions with the City of Cambridge, what would you say is your *primary method* of conducting business with the city:
   01. In-person
   02. By telephone
   03. By traditional mail
   04. By e-mail
   05. By use of the city's website
   06. By use of a mobile phone app—like Commonwealth Connect or SeeClickFix
   07. (Have not conducted business with the City)
   08. (Other_____)
   09. (Don't know)
   10. (Refused)

	01	02	03	04	05	06	07	08	09	10
September 2022	12%	10	4	13	51	7	2	—	1	-
September 2020	17%	9	4	13	47	4	5	—	1	1
September 2018	32%	14	6	12	31	2	--	--	--	--

Now, I'd like to read you one final list dealing with various city services provided by Cambridge. Again using the scale of excellent, good, fair or poor, please rate each of these services:

33. Police Department services.

	Excellent	Good	Fair	Poor	(DK)
September 2022	25%	42	18	6	10
September 2020	19%	44	22	5	10
September 2018	29%	52	10	4	5
September 2016	36%	42	16	1	5
September 2014	25%	52	15	4	5
September 2012	33%	38	16	2	10
September 2010	24%	52	11	3	11
September 2008	26%	53	13	4	3
September 2006	23%	53	14	3	7
October 2004	22%	56	10	2	10
October 2002	21%	54	10	3	12
November 2000	15%	58	15	2	9

34. Fire Department services.

	Excellent	Good	Fair	
September 2022	**42%**	**44**	**5**	-
September 2020	**36%**	**43**	**4**	-
September 2018	52%	36	3	
September 2016	55%	34	3	
September 2014	41%	52	1	
September 2012	47%	35	2	
September 2010	37%	40	2	
September 2008	40%	48	3	
September 2006	36%	46	5	
October 2004	31%	47	3	
October 2002	34%	46	2	
November 2000	24%	53	3	

35. Library services

	Excellent	Good	Fair	Poor	(DK)
September 2022	**57%**	**33**	**2**	**1**	**8**
September 2020	**53%**	**32**	**5**	**—**	**10**
September 2018	56%	34	2	1	8
September 2016	67%	24	3	-	6
September 2014	56%	39	1	-	5
September 2012	56%	32	3	-	8
September 2010	47%	38	3	-	12
September 2008	38%	39	6	1	16
September 2006	38%	38	6	2	16
October 2004	34%	43	6	-	17
October 2002	30%	44	4	-	22
November 2000	21%	54	9	1	16

36. Animal Control

	Excellent	Good	Fair	Poor	(DK)
September 2022	**21%**	**36**	**15**	**6**	**23**
September 2020	**16%**	**36**	**10**	**3**	**35**
September 2018	21%	49	8	4	18
September 2016	18%	41	15	7	20
September 2014	25%	54	7	3	11
September 2012	24%	44	10	4	18
September 2010	15%	40	13	2	29
September 2008	17%	46	9	5	23
September 2006	15%	44	14	4	23
October 2004	11%	50	10	3	26
October 2002	11%	43	12	4	30
November 2000	9%	50	12	5	25

37. City parks and park maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2022	**37%**	**50**	**8**	**4**	**2**
September 2020	**37%**	**51**	**8**	**2**	**2**
September 2018	39%	49	6	3	2
September 2016	36%	43	13	4	3
September 2014	33%	53	12	1	1
September 2012	36%	51	7	3	3
September 2010	28%	57	9	3	4
September 2008	27%	57	12	3	2
September 2006	29%	53	14	1	3
October 2004	23%	59	12	2	4
October 2002	22%	58	12	2	6
November 2000	17%	61	14	2	5

38.   Street cleaning and maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2022	**28%**	**51**	**17**	**4**	**1**
September 2020	**29%**	**51**	**14**	**4**	**2**
September 2018	20%	51	22	6	-
September 2016	16%	47	28	9	-
September 2014	20%	44	22	14	-
September 2012	26%	46	18	10	-
September 2010	19%	49	22	9	1
September 2008	13%	50	27	9	1
September 2006	13%	42	34	10	-
October 2004	9%	48	30	12	1
October 2002	11%	50	28	10	1
November 2000	10%	53	27	8	1

39.   Senior services

	Excellent	Good	Fair	Poor	(DK)
September 2022	**12%**	**32**	**10**	**4**	**44**
September 2020	**11%**	**27**	**8**	**1**	**53**
September 2018	12%	33	12	1	42
September 2016	22%	31	16	3	28
September 2014	16%	46	9	1	28
September 2012	17%	31	9	2	42
September 2010	14%	31	5	1	49
September 2008	10%	29	6	1	55
September 2006	9%	27	7	3	54
October 2004	8%	25	7	2	58
October 2002	8%	27	8	2	55
November 2000	8%	27	10	-	55

40.   Sidewalk maintenance

	Excellent	Good	Fair	Poor	(DK)
September 2022	**15%**	**45**	**27**	**12**	**2**
September 2020	**14%**	**44**	**31**	**8**	**3**
September 2018	16%	47	28	7	1
September 2016	15%	40	29	15	1
September 2014	10%	47	34	8	1
September 2012	15%	51	23	9	1
September 2010	13%	51	26	9	1
September 2008	6%	48	34	11	1
September 2006	7%	44	35	11	3
October 2004	8%	42	34	14	2
October 2002	9%	41	32	15	3
November 2000	6%	47	30	16	1

41. Schools and education

	Excellent	Good	Fair	Poor	(DK)
September 2022	**31%**	**36**	**11**	**6**	**17**
September 2020	**21%**	**42**	**11**	**2**	**24**
September 2018	36%	42	8	2	13
September 2016	36%	44	13	1	5
September 2014	33%	41	15	3	9
September 2012	31%	46	9	2	12
September 2010	22%	35	15	4	24
September 2008	10%	34	27	6	23
September 2006	11%	34	25	9	21
October 2004	10%	37	22	7	24
October 2002	13%	35	15	8	29
November 2000	15%	35	15	5	30

42. Water/sewer services

	Excellent	Good	Fair	Poor	(DK)
September 2022	**26%**	**50**	**18**	**4**	**3**
September 2020	**31%**	**51**	**11**	**1**	**6**
September 2018	32%	55	6	2	5
September 2016	43%	43	3	5	5
September 2014	31%	57	8	1	3
September 2012	35%	53	6	1	6
September 2010	24%	50	11	2	12
September 2008	17%	57	13	5	8
September 2006	16%	61	12	3	8
October 2004	13%	60	14	4	9
October 2002	13%	58	16	3	10
November 2000	10%	66	15	3	6

43. Public information

	Excellent	Good	Fair	Poor	(DK)
September 2022	**25%**	**54**	**15**	**4**	**2**
September 2020	**30%**	**53**	**13**	**2**	**2**
September 2018	27%	49	17	4	3
September 2016	21%	58	14	5	2
September 2014	25%	58	12	3	2
September 2012	22%	55	14	2	7
September 2010	22%	56	14	1	6
September 2008	17%	58	15	2	7
September 2006	18%	59	13	3	6
October 2004	14%	58	17	3	8
October 2002	12%	55	20	4	9
November 2000	9%	59	22	4	7

44. Compost and recycling

	Excellent	Good	Fair	Poor	(DK)
September 2022	**44%**	**41**	**10**	**4**	**3**

45. Garbage collection

	Excellent	Good	Fair	Poor	(DK)
September 2022	**51%**	**41**	**6**	**1**	**2**

46. Snow Plowing

	Excellent	Good	Fair	Poor	(DK)
September 2022	**26%**	**47**	**21**	**6**	**1**

47. Children and Youth Services

	Excellent	Good	Fair	Poor	(DK)
September 2022	**21%**	**35**	**11**	**2**	**32**

48. On a scale of 1 to 5, where 1 means *totally dissatisfied*, 3 means *neither satisfied nor dissatisfied* and 5 means *totally satisfied*, how would you rate your overall experience when interacting with city government?

	1- Totally dissatisfied	2	3-Neither satisfied nor Dissatisfied	4	5 -Totally satisfied	(DK)
September '22	**7%**	**7**	**29**	**34**	**20**	**3**
September '20	**3%**	**4**	**30**	**36**	**24**	**4**
September 2018	2%	3	33	31	24	7
September 2016	5%	6	35	29	24	2
September 2014	3%	7	38	31	19	1
September 2012	2%	7	29	39	16	7
September 2010	4%	5	26	37	16	11
September 2008	4%	4	37	38	11	7
September 2006	3%	6	36	32	15	7
October 2004	4%	5	34	32	14	11
October 2002	5%	6	38	26	9	16
November 2000	2%	6	46	31	6	9

Now, I'd like to ask you a few questions about the COVID-19 pandemic.

49. In general, how would you rate the way the City of Cambridge has handled the COVID-19 pandemic? Would you say the City has done an excellent job, a good job, a fair job, or a poor job?

	Excellent	Good	Fair	Poor	(DK)
September 2022	49%	35	10	4	2
September 2020	38%	43	12	3	3

50. Would you agree or disagree with the following statement: I wanted to conduct business with the City of Cambridge during regular business hours, but I could not because offices were closed to the public or I did not have an appointment.

	Agree	Disagree	(Don't know)
September '22	29%	55	16
September '20	32%	49	19
September 2018	43%	46	11
September 2016	53%	34	13
September 2014	50%	47	3
September 2012	47%	39	14
September 2010	45%	35	20
September 2008	41%	44	15
September 2006	42%	45	12
October 2004	40%	43	17
October 2002	42%	36	22
November 2000	50%	31	19

51. If you were speaking *directly* to the leaders of city government here in Cambridge, what are the two or three issues you would recommend that city government focus more attention on? (UP TO THREE RESPONSES ACCEPTED—VERBATIM RESPONSES PROVIDED SEPARATELY—**TOTALS ADD TO MORE THAN 100%**)

Affordable housing	44%
Bike issues (lanes, safety)	20
Education schools	16
Police, safety, crime	11
Parking	11
Roads, sidewalk maintenance	10
Transportation	10
Development, infrastructure	10
Economy, jobs, small businesses	7
Parks, recreation, green space	7
Government, transparency, communication	7
Environment, climate change	7
Pest control, rats	7
Homelessness	6
Traffic	6
Equity, race issues	3
Social issues	3
Water supply, water quality	2
Broadband, internet access	2
Healthcare	2
Other	6
Don't know, refused	2

52. Are there any children under the age of 18 living in your household? (IF YES): Do they attend public schools, private schools, or parochial schools?

1. Yes, public	16%
2. Yes, private	3
3. Yes, parochial	--
4. Yes, (any mixture of schools)	2
5. Yes, (refused)	1
6. No, no school age children	78
9. (Refused)	1

Now, I'd like to ask you some final questions for statistical purposes.
(ALL DEMOGRAPHICS REFLECT 2022 RESULTS)

53. What is your gender identity? [DO NOT READ CATEGORIES]

1. Female/woman	47%
2. Male/man	47
3. Non-binary/gender non-conforming	2
4. Transgender—birth gender different from current gender	--
5. Cisgender—birth gender same as current gender	1
6. Other, SPECIFY_____	--
7. Refused	3

54. In which of the following categories is your age? [READ ALL BUT 9]

1. 18-24	13%
2. 25-34	23
3. 35-44	16
4. 45-54	14
5. 55-64	13
6. 65-74	13
7. 75 and over	10
9. (Refused)	1

55. Where do you get *most* of your information about Cambridge-related issues: [READ RESPONSES 01-11]

01. Television	4%
02. Radio	2
03. Newspapers	9
04. City Daily Email Updates	15
05. City print mailers	11
06. City Department project updates	1
07. Social media sites	12
08. Meetings	1
09. Word of mouth	13
10. Websites	27
11. Next Door Platform	3
12. (Other)	2
13. (Don't know)	1

56. How many years have you lived in Cambridge?

1. (Less than 1 year)	1%
2. (1.1-2 years)	8
3. (2.1-5 years)	13
4. (5.1-10 years)	15
5. (10.1-20 years)	21
6. (20.1-30 years)	15
7. (Over 30 years)	19
8. (All my life)	9
9. (Don't know)	--

57. In which language do you prefer to receive important, critical information from the City of Cambridge? [DO NOT READ]

01. (Amharic)	--%
02. (Arabic)	--
03. (Bengali)	--
04. (Chinese)	--
05. (English)	98
06. (Haitian Kreyol)	--
07. (Portuguese)	--
08. (Spanish)	1
09. (Other, SPECIFY_____)	1
10. (Don't know/Refused)	--

58. What is your *primary* method of getting around Cambridge?

1. Car	47%
2. Rideshare/Uber/Lyft	2
3. Walking	25
4. Bicycle	11
5. Taxi	--
6. Public Transportation (the "T")	14
7. (Other)	2

59. Do you own or rent your home?

1. Own	46%
2. Rent	52
3. (Other)	2
9. (Refused)	1

60. Which one of the following *best* describes the neighborhood of Cambridge you live in?
[READ RESPONSES 01-12]

01. North Cambridge	23%
02. Porter Sq.	7
03. Agassiz	2
04. West Cambridge	12
05. The Port	5
06. Riverside	3
07. Central Sq.	10
08. Cambridgeport	11
09. Kendall Sq.	6
10. East Cambridge	7
11. Mid-Cambridge	7
12. Wellington/Harrington	4
00. (Other_____)	2
13. (Don't know/Not sure/Refused)	2

61. Please tell me which of the following groups you identify with racially or ethnically: [READ RESPONSES 1-6, ACCEPT UP TO 3 RESPONSES]

01. Asian/East Indian	6%
02. Black or African-American	16
03. Hawaiian or Pacific Islander	1
04. Hispanic, Latinx	8
05. Middle Eastern/North African	2
06. Native American, Alaskan	1
07. White, Caucasian	60
08. Multi-racial, multi-ethnic background	7
09. (Some other race, specify:_____)	--
10. (Refused)	5

62. What is the highest level of education you have completed? [READ ALL GROUPS EXCEPT RESPONSE 7]

1. Less than High School/GED	--%
2. High School/GED	8
3. Some college, no degree	12
4. Associate degree or technical certificate	8
5. Bachelor's degree	27
6. Graduate school, professional, or advanced studies; no degree	9
7. Graduate school, professional, or advanced degree	35
8. (Refused/Don't know)	1

63. Would you please tell me in which of the following categories I read is your total household income—that is, of everyone living in your household? [READ ALL GROUPS EXCEPT RESPONSE 7]

1. Less than $25,000	8%
2. $25-49,999	8
3. $50-74,999	12
4. $75-99,999	9
5. $100,000-$124,999	11
6. $125,000 and over	38
7. (Refused/Don't know)	15